

## APPENDIX II

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**The Fletcher School**  
**Tufts University**  
**Massachusetts Telephone Survey**

**Subject #:** \_\_\_\_\_

**Location** \_\_\_\_\_

**Date:** \_\_\_\_\_

**M / F**

1. "Does your house, apartment, or mobile home have telephone service from which you can both make and receive calls? Please include cell phones, regular phones, and any other type of telephone." **Y / N**

**[If NO, ask]:**

- a. How long have you been without telephone service you can use at home?
- b. Is it your preference to be phoneless? **Y / N**

**[If yes, ask]:** For what reasons do you prefer to be phoneless?

**[If YES, ask]:**

- a. Which of the following types of phones are you currently able to use when you are at home?
- Regular "land line"
- Cell/Mobile phone(s)
- Internet phone (like Skype)
- Other type of voice connection \_\_\_\_\_

2. Has there been any [**other**] time in the past 10 years that your house, apartment, or mobile home has **not** had telephone service from which you could both make and receive calls? Please include cell phones, regular phones, and any other type of telephone." Do not include service outages. **Y / N**

**When?**

**IF Q1=YES AND Q2=NO, SKIP TO Q10**

**IF Q1=NO OR Q2=YES \*\*\* GET THE STORY\*\*\***

3. For what reasons do or did you not have telephone service at home? (**Probe for explanation – was bill higher? Lose job?etc...**)
- a. Why?

- b. Did you have control over your bill at the time? **Y / N**
  - c. For how long did you have no service?
4. Prior to having no telephone service at home, what type did you have first? Second? Third? (**probe for history and reasons for changes/additions**)
- a. What got disconnected first?
  - b. What next?
  - c. Please explain what happened
5. Did you switch to cell/mobile-only (i.e. cancel wireline) before you had no phone service? **Y / N**  
[If YES, ask]:
- a. How long after you purchased a cell/mobile phone plan was it disconnected?
  - b. At the time you disconnected your wireline phone service, how well did you understand the terms of your cell/mobile phone service?  
Extremely well  
Very well  
Somewhat well  
Not well at all
  - c. On a scale of 1 to 5, with one being not at all satisfied and 5 being extremely satisfied, how satisfied were you with your wireline phone service at the time you disconnected it?
  - d. On a scale of 1 to 5, with one being not at all satisfied and 5 being extremely satisfied, how satisfied were you with your cell/mobile phone service at the time you disconnected your wireline service?
6. What did you have to do to reconnect, i.e. restart telephone service? (**probe for *too complicated, initial deposit, credit problems, service was not good, personal choice, other***)
- a. What problems did you have?

- b. What did you reconnect first?
  - c. Did you get a different kind of service than you had before?
7. How do you communicate when you do not have a telephone at home?
8. How do you call 911? What would you do in an emergency?
9. Are you familiar with the government programs Lifeline and Linkup? Y / N  
[If YES, ask]:
  - a. Have you ever participated in these programs? Y / N
  - b. Did you find them helpful? (On scale of 1 to 5, with 5 most useful)
10. Do you ever used prepaid cell/mobile telephones? Y / N  
[If NO, ask]: Have you in the past? Y / N
11. Do you ever use phone cards? Y / N  
[If NO, ask]: Have you in the past? Y / N
12. Do you ever use bundling packages? Y / N  
[If NO, ask]: Have you in the past? Y / N
13. Does anyone use collect calls to contact you? Y / N
14. Do you feel you have control over the usage of your phone and the bill? Y / N
15. Do you have access to the Internet at home? Y / N  
[If YES, ask]: What type of connection do you have? \_\_\_\_\_
16. Do you access the Internet anywhere other than home? Y / N  
[If YES, ask]: Where? \_\_\_\_\_
17. In your opinion, if 1 is not important at all and 5 is absolutely necessary, how important is it to be able to make and receive telephone calls at your home?  
Why?
18. Please rank the following services in order of importance to you:  
Voice telephone  
Texting  
Internet  
Cable TV

**Use of Mobile Phones**

19. Have you ever had a cell/mobile phone? Y / N

[If YES, ask]:

- a. Why did you choose the cell/mobile phone plan you have or had?
- b. Did advertising influence your decision to purchase that phone plan? If so, how?
- c. For which of the following do/did you use your mobile phone?
  - Make calls
  - Receive calls
  - texting
  - Browse the Internet
  - Take photos
  - Other? \_\_\_\_\_

***“These final questions are for classification purposes”***

20. In what town do you live? \_\_\_\_\_

21. Do you own your home or rent? O / R

22. What is your age [OR “In what year were you born?”]? \_\_\_\_\_

23. What are the ages of the other people living in your home, if any?

24. What is your current employment status?

- Employed full-time
- Employed part-time
- Work at home
- Retired
- Full-time student
- Not presently employed

25. Into which of the following categories did your total **household** pre-tax income fall in 2009?

- Under \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more
- (Refused to answer)

26. Were you born outside the USA? Y / N